

EXHIBIT 4

General Health Services Policy & Procedure



Change Document Jails 2018

Corizon Health is releasing the newly updated 2018 General Health Services Policy and Procedure Manual for our organization. The revisions to this manual were made based on the newly released NCCHC Standards for Health Services in Jails and the ACA Standards Supplement from 2016. The new Corizon manual reflects all changes required by these two guidance sources. This Change Document will provide guidance to changes in titles, numbering schemes, the combining of past standards content, the addition of new standards, and the deletion of some previous standards.

NCCHC accredited facilities have approximately six months to transition to the 2018 standards. Surveys in August, September, or October 2018 will have the option of being surveyed under the 2014 or 2018 standards. Effective November 1, 2018 all NCCHC surveys will be conducted using the 2018 standards.

We have high hopes that you will find the new layout of the policies and the addition of 'Facility Guidance' helpful as you make the policies site specific. The following 2 tables will outline the changes from the 2014 NCCHC Standards and our 2015 issue to now. Table 1 outlines how the 2014 standards were reorganized by section and number. Please note that in some cases the standard names were changed. Table 2 lists the 2018 names and numbers.

Table 1.

Standard	2014 Title	Changes to 2018 Edition
Section A - Governance and Administration		
A-01	Access to Care	
A-02	Responsible Health Authority	
A-03	Medical Autonomy	
A-04	Administrative Meetings and Reports	
A-05	Policies and Procedures	
A-06	Continuous Quality Improvement Program	
A-07	Emergency Response Plan	Combined with E-08 and moved to D-07
A-08	Communication on Patients' Health Needs	Moved to B-07
A-09	Privacy of Care	Moved to A-07
A-10	Procedure in the Event of an Inmate Death	Moved to A-09
Form	004B-Sentinel Event-Review Process Site Checklist	Removed from manual
Form	004C-Sentinel Event-Psychological Autopsy Checklist	Removed from manual
A-11	Grievance Mechanism for Health Complaints	Moved to A-10
Section B - Safety		
B-01	Infection Prevention and Control Program	Moved to B-02
B-02	Patient Safety	Moved to B-08
B-03	Staff Safety	Moved to B-09
B-04	Federal Sexual Abuse Regulations	Combined with B-05 and moved to F-06
B-05	Response to Sexual Abuse	Combined with B-04 and moved to F-06
Section C - Personnel and Training		
C-01	Credentials	
C-02	Clinical Performance Enhancement	
C-03	Professional Development	
C-04	Health Training for Correctional Officers	
C-05	Medication Administration Training	
C-06	Inmate Workers	
C-07	Staffing	
C-08	Health Care Liaison	
C-09	Orientation of Health Care Staff	

General Health Services Policy & Procedure



Change Document Jails 2018

Table 1. (continued)

Standard	2014 Title	Changes to 2018 Edition
Section D - Health Care Services and Support		
D-01	Pharmaceutical Operations	
D-02	Medication Services	
D-03	Clinic Space, Equipment, and Supplies	
D-04	Diagnostic Services	
D-05	Hospital and Specialty Care	Moved to D-08
Section E - Patient Care and Treatment		
E-01	Information on Health Services	
E-02	Receiving Screening	
E-03	Transfer Screening	
E-04	Initial Health Assessment	
E-05	Mental Health Screening and Evaluation	
E-06	Oral Care	
E-07	Nonemergency Health Care Requests and Services	
E-08	Emergency Services	Combined with A-07 and moved to D-07
E-09	Segregated inmates	Moved to G-02
E-10	Patient Escort	Moved to D-06
E-11	Nursing Assessment Protocols	Moved to E-08
E-12	Continuity and Coordination of Care During Incarceration	Moved to E-09
E-13	Discharge Planning	Moved to E-10
Section F - Health Promotion		Standards were combined and moved to B-01
F-01	Healthy Lifestyle Promotion	
F-02	Medical Diets	
F-02.01	Hunger Strike	
Form	NA0094-Food Flowsheet	Removed from manual
Form	NA0095-Hunger Strike Monitoring	Removed from manual
Form	NA0096-Effects of Starvation	Removed from manual
F-03	Use of Tobacco	
Section G - Special Needs and Services		Special Needs and Services now Section F
G-01	Chronic Disease Services	Combined with G-02 and moved to F-01
G-02	Patients with Special Health Needs	Combined with G-01 and moved to F-01
G-03	Infirmity Care	Moved to F-02
G-04	Basic Mental Health Services	Moved to F-03
G-04.01	Mental Health Programs and Residential Units	Removed- applies to prison only
G-05	Suicide Prevention Program	Moved to B-05
G-06	Patients with Alcohol and Other Drug Problems	Combined with G-07 and moved to F-04
G-07	Intoxication and Withdrawal	Combined with G-07 and moved to F-04
G-08	Contraception	Moved to B-06
G-09	Counseling and Care of the Pregnant Inmate	Moved to F-05
G-10	Aids to Impairment	Combined with G-01 and moved to F-01
G-10.01	Vision Care	Combined with G-01 and moved to F-01
G-11	Care for the Terminally Ill	Combined with I-04 and moved to F-07
Section H - Health Records		Standards were combined and moved to A-08
H-01	Health Record Format and Contents	
H-02	Confidentiality of Health Records	
H-03	Management of Health Records	
H-04	Access to Custody Information	

General Health Services Policy & Procedure



Change Document Jails 2018

Table 1. (continued)

Standard	2014 Title	Changes to 2018 Edition
Section I - Medical-Legal Issues		Medical-Legal issues are now Section G
I-01	Restraint and Seclusion	Moved to G-01
I-02	Emergency Psychotropic Medication	Moved to G-03
I-03	Forensic Information	Moved to G-04
I-04	End-of-Life Decision Making	Combined with G-11 and moved to F-07
I-05	Informed Consent and Right to Refuse	Moved to G-05
I-06	Medical and Other Research	Moved to G-06

Table 2.

Standard	2018 Title	Changes
Section A - Governance and Administration		
A-01	Access to Care	
A-02	Responsible Health Authority	
A-03	Medical Autonomy	
A-04	Administrative Meetings and Reports	
A-05	Policies and Procedures	
A-06	Continuous Quality Improvement Program	
A-07	Privacy of Care	
A-07.01	Medical Chaperone	New Corizon addition
A-08	Health Records	
A-09	Procedure in the Event of an Inmate Death	
A-10	Grievance Process for Health Care Complaints	Revised name
Section B - Health Promotion, Safety, and Disease Prevention		
B-01	Healthy Lifestyle Promotion	
B-02	Infectious Disease Prevention and Control	Revised name
B-03	Clinical Preventive Services	Revised name
B-04	Medical Surveillance of Inmate Workers	New standard
B-05	Suicide Prevention and Intervention	Revised name
B-06	Contraception	
B-07	Communication on Patients' Health Needs	
B-08	Patient Safety	
B-09	Staff Safety	
Section C - Personnel and Training		
C-01	Credentials	
C-02	Clinical Performance Enhancement	
C-03	Professional Development	
C-03.01	CPR Certification Requirements-Health Staff	New Corizon addition
C-04	Health Training for Correctional Officers	
C-05	Medication Administration Training	
C-06	Inmate Workers	
C-07	Staffing	
C-08	Health Care Liaison	
C-09	Orientation for Health Staff	

General Health Services Policy & Procedure



Change Document Jails 2018

Table 2. (continued)

Standard	2018 Title	Changes
Section D – Ancillary Health Care Services		
D-01	Pharmaceutical Operations	
D-02	Medication Services	
D-03	Clinic Space, Equipment, and Supplies	
D-04	On-Site Diagnostic Services	Revised name
D-05	Medical Diets	
D-05.01	Hunger Strike	Corizon addition
D-06	Patient Escort	
D-07	Emergency Services and Response Plan	Revised name
D-08	Hospital and Specialty Care	
Section E – Patient Care and Treatment		
E-01	Information on Health Services	
E-02	Receiving Screening	
E-03	Transfer Screening	
E-04	Initial Health Assessment	
E-05	Mental Health Screening and Evaluation	
E-06	Oral Care	
E-07	Nonemergency Health Care Requests and Services	
E-08	Nursing Assessment Protocols and Procedures	Revised name
E-09	Continuity, Coordination, and Quality of Care During Incarceration	Revised name
E-10	Discharge Planning	
Section F – Special Needs and Services		
F-01	Patients with Chronic Disease and Other Special Needs	Revised name
F-02	Infirmity Level Care	Revised name
F-03	Behavioral Health Services	Revised name
F-04	Medically Supervised Withdrawal and Treatment	Revised name
F-05	Counseling and Care of the Pregnant Inmate	
F-06	Response to Sexual Abuse	
F-07	Care of the Terminally Ill	
Section G – Medical-Legal Issues		
G-01	Clinically Ordered Restraint and Seclusion	Corizon revised name
G-01.01	Custody Ordered Restraint and Seclusion	New Corizon addition
G-02	Segregated Inmates	
G-03	Emergency Psychotropic Medication	
G-04	Therapeutic Relationship, Forensic Information, and Disciplinary Actions	Revised name
G-05	Informed Consent and Right to Refuse	
G-06	Medical and Other Research	

General Health Services Policy & Procedure



Table of Contents-Jail 2018


Corizon Policy#	Title	Core Process	NCCHC 2018	NCCHC MH-2015	ACA 4 th Edition 4-ALDF-	ACA 2016 Supplement
Section A - Governance and Administration						
A-01.00	Access to Care		A-01	A-01	4C-01,-02	
A-02.00	Responsible Health Authority	ALL	A-02	A-02	4D-01	
A-03.00	Medical Autonomy		A-03	A-03	4D-02	
A-04.00	Administrative Meetings and Reports		A-04	A-04	7D-25,-26	
A-05.00	Policies and Procedures	ALL	A-05	A-05	7D-06,-07, -08	7D-06 revised 2007
A-06.00	Continuous Quality Improvement Program		A-06	A-06	4D-24	
A-07.00	Privacy of Care		A-07	A-09	4D-19	
A-07.01	Medical Chaperone		A-07	A-09	4D-19	
A-08.00	Health Records		A-08	H-03	4D-13,-14,-26,-28	
A-09.00	Procedure in the Event of an Inmate Death		A-09	A-10	4D-12,-23-24	
A-10.00	Grievance Process for Health Care Complaints		A-10	A-11	6B-01	
Section B - Health Promotion, Safety, and Disease Prevention						
B-01.00	Healthy Lifestyle Promotion		B-01	F-02	4A-07, 4C-21	
B-02.00	Infectious Disease Prevention and Control		B-02	B-01	1A-01, 4C-14-18	
B-03.00	Clinical Preventive Services		B-03	None	4C-14,-26	
B-04.00	Medical Surveillance of Inmate Workers		B-04	None	none	
B-05.00	Suicide Prevention and Intervention	C-SOP 503	B-05	G-04	4C-32, -33	
B-06.00	Contraception		B-06	None	none	
B-07.00	Communication on Patients' Health Needs	C-SOP 301	B-07	A-08	4C-40	
B-08.00	Patient Safety		B-08	B-02	1A-08	
B-09.00	Staff Safety		B-09	B-03	none	
Section C - Personnel and Training						
C-01.00	Credentials		C-01	C-01	4D-03, -05	4D-05 revised 2005
C-02.00	Clinical Performance Enhancement	C-SOP CQI-1405 CQI-1406	C-02	C-02	4D-25	
C-03.00	Professional Development		C-03	C-03	7B-08	7B-08 revised 2005
C-03.01	CPR Certification Requirements- Health Staff		C-03	C-03	7B-08	7B-08 revised 2005
C-04.00	Health Training for Correctional Officers		C-04	C-04	7B-10-1	7B-10-1 added 2005
C-05.00	Medication Administration Training	200-Med.Mgmt	C-05	C-05	4C-38	
C-06.00	Inmate Workers		C-06	C-06	4D-11	4D-11 revised 2008
C-07.00	Staffing		C-07	C-07	2A-15, 4D-10 7F-07	

General Health Services Policy & Procedure



Table of Contents-Jail 2018

Corizon Policy#	Title	Core Process	NCCHC 2018	NCCHC MH-2015	ACA 4 th Edition 4-ALDE-	ACA 2016 Supplement
Section C – Personnel and Training						
C-08.00	Health Care Liaison		C-08	C-08	4D-04	
C-09.00	Orientation for Health Staff		C-09	C-03	7B-09, -13	7B-09 Revised 2004
Section D – Ancillary Health Care Services						
D-01.00	Pharmaceutical Operations	200-Med. Mgmt.	D-01	D-01	4C-38	
D-02.00	Medication Services	200-Med. Mgmt.	D-02	A-01	4C-38	
D-03.00	Clinic Space, Equipment, and Supplies		D-03	D-03	2D-03, 4D-09	
D-04.00	On-Site Diagnostic Services		D-04	D-04	none	
D-05.00	Medical Diets		D-05	None	4A-07, -09	4A-09 Revised 2004
D-05.01	Hunger Strike		D-05	None	4A-07, -09	4A-09 Revised 2004
D-06.00	Patient Escort		D-06	E-08	4C-06	
D-07.00	Emergency Services and Response Plan	500-Urgent/ Emergent	D-07	E-08	4C-06	
D-08.00	Hospital and Specialty Care		D-08	D-05	4C-04, -05	
Section E – Patient Care and Treatment						
E-01.00	Information on Health Services		E-01	E-01	4C-01, -02	
E-02.00	Receiving Screening	100-Intake	E-02	E-02	4C-20, -22, -29	
E-03.00	Transfer Screening		E-03	E-03	4C-23, 4D-27	
E-04.00	Initial Health Assessment	600-Health Assessment	E-04	None	4C-24, -25, -30	4C-30 Revised 2005
E-05.00	Behavioral Health Screening and Evaluation	C-SOP 105	E-05	E-02, -04	4C-29, -30	4C-30 Revised 2005
E-06.00	Oral Care	C-SOP 503	E-06	None	4C-20	
E-07.00	Nonemergency Health Care Requests and Services	700-Sick Call	E-07	E-05	4C-03	
E-08.00	Nursing Assessment Protocols and Procedures	C-SOP 704 O-SOP-CQI 1406	E-08	None	none	
E-09.00	Continuity, Coordination, and Quality of Care During Incarceration		E-09	E-09	4C-04	
E-10.00	Discharge Planning	C-SOP 201 219	E-10	E-10	4C-04 5B-18	5B-18 Revised 2007

<h1>General Health Services</h1> <h2>Policy & Procedure</h2>	
<h3>Table of Contents-Jail 2018</h3>	

Corizon Policy#	Title	Core Process	NCCHC 2018	NCCHC MH-2015	ACA 4 th Edition 4-ALDF-	ACA 2016 Supplement
Section F – Special Needs and Services						
F-01.00	Patients with Chronic Disease and Other Special Needs	300- Chronic Care / Special Needs	F-01	G-03	4C-07, -19, -40	4C-19 Revised 2014
F-02.00	Infirmiry Level Care	400 Infirmiry	F-02	None	4C-09	
F-03.00	Behavioral Health Services		F-03	G-01, -06	4C-27, -28	
F-04.00	Medically Supervised Withdrawal and Treatment		F-04	G-05	4C-36	
F-05.00	Counseling and Care of the Pregnant Inmate		F-05	G-07	4C-13	
F-06.00	Response to Sexual Abuse		F-06	B-05	4D-22-6	
F-07.00	Care for the Terminally Ill	C-SOP 412	F-07	None	4C-07	
Section G – Medical-Legal Issues-01						
G-01.00	Clinically Ordered Restraint and Seclusion		G-01	I-01	4D-21	
G-01.01	Custody Ordered Restraint and Seclusion	C-SOP 501	G-01	I-01	2B-03	2B-03 Revised 2015
G-02.00	Segregated Inmates		G-02	E-07	2A-45	
G-03.00	Emergency Psychotropic Medication	C-SOP 503	G-03	I-02	4D-17	
G-04.00	Therapeutic Relationship, Forensic Information, and Disciplinary Action		G-04	I-03	none	
G-05.00	Informed Consent and Right to Refuse		G-05	I-04	4D-15	
G-05.01	Refusal of Medication or Clinical Encounter		G-05	I-04	4D-15	
G-06.00	Medical and Other Research		G-06	I-05	4D-18	